



# **intercoms**

**WWW.INTERCOMSRUS.COM**

## **COMPLETE COMPANY POLICY.**

**Contents :**

- 1) Health & Safety Policy**  
(inc Method Statement & Risk Assesment Examples)
- 2) CIS Exemption**
- 3) GDPR Statement**
- 4) Environmental Statement**
- 5) Equal Opportunity Statement**
- 6) Privacy Policy**
- 7) General Terms & Conditions**

# HEALTH & SAFETY POLICY

## COMPANY HEALTH AND SAFETY POLICY

Health & Safety in the workplace is EVERYONES responsibility. This document states the company's requirements and expectations of its employees or anyone who sub-contracts to our company. This policy is reviewed regularly to ensure it is current with new practices and legislation.

This statement acknowledges the Company's obligations under the Health & Safety at Work Act 1974 to have its own Health & Safety policy in place as well as a legal responsibility for their own workforce and the requirement to undertake risk assessments.

### TO ENSURE THE SAFETY OF OUR EMPLOYEES WE WILL :

- 1) Maintain a positive safety culture as an employer. We are committed to continual process of improvement, to prevent ill health and injury in the workplace, identifying and managing risks, consulting with employees and providing up to date information.
- 2) Ensure the company premises and workplace are maintained / Cleaned / illuminated, heated / cooled / ventilated and walkways are kept clear of obstruction. To Provide and maintain safe working environments that are without risks to health, safety and welfare.
- 3) Promote safe working practices and ensure all employees and contractors are aware of our high expectations, policy and safe working practices and provided with the correct tools and access equipment to complete a task safely.
- 4) Provide adequate training where necessary to ensure a task can be carried out in a safe way.
- 5) Meet our responsibilities, as an employer to do all that is reasonably practicable to prevent accidents, injuries and damage to health from occurring.
- 6) Protect the health, safety and welfare of our employees, operatives, and contractors / sub-contractors, customers, employees and members of the public as far as is reasonably practicable.
- 7) Undertake risk assessments to assess and evaluate the degree of risk and provide Method Statements to address these where they exist or there is an identified specific hazard.
- 8) Safeguard employees and others from foreseeable hazards connected with work activities, Processes and working systems.
- 9) Set standards that comply with the relevant statutory requirements relating to the health, safety and welfare of employees, contractors, residents, visitors and the public.
- 10) Ensure that when new chemicals, tools, machinery or equipment are introduced, adequate instruction, training and supervision are provided to ensure safe methods of working are developed for that new process.
- 11) Educate employees to be aware of their own responsibilities in respect of relevant health and safety procedures and ensure they participate in the prevention of accidents and co-operate with measures taken to prevent exposure known risks.
- 12) Ensure that operatives and sub-contractors undertaking work are competent, are informed of the relevant standards required and are monitored to ensure compliance with the companies policies

## **OUR EMPLOYEES WILL :**

- 1) Read and understand the Company Policy for Health, Safety and undertake work in accordance with its requirements and procedures therein.
- 2) Use the correct tools and equipment for the job at all times.
- 3) Maintain tools and equipment in a good condition at all times, regularly inspect for wear / tear and damage to supply cords etc.
- 4) Wear Personal Protective Equipment inc breathing apparatus and boots where required and store correctly to avoid damage.
- 5) Work in a safe manner at all times. Do not take unnecessary risks that could endanger yourself, customers or the public.
- 6) Warn other employees, new employees and young people, of particular known hazards on site.
- 7) Do not use plant or equipment for work for which it was not intended, or if you are not trained or competent to use it.
- 8) Report any damage to plant or equipment and mark up so it is not used until repaired or replaced.
- 9) Do not play practical jokes either on site or in the workplace. Including air lines and compressed air feeds.
- 10) Report any person seen attempting to break / modify or vandalize tools or safety equipment.
- 11) Report any injury to yourself that results from an accident at work, even if the injury does not stop you working.
- 12) If you have any concerns over the health or safety of any task, immediately stop and report the issue, advise of the concerns and seek advice and guidance. Work should not recommence until the concerns have been satisfactorily resolved.

## **LADDERS & WORKING AT HEIGHTS**

All ladders provided and used in accordance with **The Work at Height Regulations (Amended 2007)**.

Ladders should only be used when appropriate and work at height should be minimized where possible (for example if connections can be done at ground level prior to mounting a high level junction box)

Ladders must be checked before use, to ensure that there are no defects, Where a defect is noted, or a ladder damaged, it must be taken out of use immediately.

Ensure ladders are footed or secured and have a solid level base to minimize risk of slipping / movement when in use, are being used correctly and set at the correct angle.

Consider if a scaffold or moveable platform is more suitable, particularly if the task will take a long time to complete or requires carrying or use of both hands

The main issues and risk factors with ladders are:

- 1) Not securing properly
- 2) Unsafe use (over-reaching etc.)
- 3) Using ladder where safer method could be used (platform etc)
- 4) Broken or defective equipment.
- 5) Unsuitable / unstable base or set at the wrong angle
- 6) Using ladder near overhead cables etc
- 7) Tasks requiring 2 handed works



**WWW.INTERCOMSRUS.COM**

**(The Works) 22 Swanley Road, Welling, Kent. DA16 1LH**

**(Office) 020 8301 1722 or (Mobile) 0780 388 2407**

Company Reg No : 3331964 / Vat No : 722 7652 34

## METHOD STATEMENT

Customer

Site

Task / Activity    Installation of Intercom / CCTV system

Anticipated start date    TBA

Personnel required to complete task

### **Action to be carried out upon arrival at site:-**

- Book in to premises / sign contractor's book
- Contact customer's on-site liaison
- Find out emergency procedures including muster points
- Carry out quick site inspection with customer liaison
- Inform all personnel affected by the work to be carried out
- Locate positions of fire extinguishers and first aid provisions

### **Method of installation:-**

- Cables – cables would be installed from the control equipment to camera positions and would be protected by plastic trunking and / or conduit where appropriate.
- Cameras and ancillary equipment – all surface mounted equipment would be secured using appropriate fixings.
- Power supplies – all power supplies would be fixed to the wall using appropriate fixings and connected to 240V spurs provided by others.
- Control equipment – all control equipment would be free standing and connected to a mains supply via a suitable outlet provided by others.

### **Facilities required from customer:-**

- The provision of suitable 240V outlets
- The provision of any suitable accesses equipment if required.



**WWW.INTERCOMSRUS.COM**

**(The Works) 22 Swanley Road, Welling, Kent. DA16 1LH**

**(Office) 020 8301 1722 or (Mobile) 0780 388 2407**

Company Reg No : 3331964 / Vat No : 722 7652 34

## RISK ASSESSMENT

**Customer:**

**Site:**

**Task / Activity:**

**Anticipated start date:**

TBA

**Anticipated finish date:**

TBA

RISK	LEVEL OF RISK	CONTROL MEASURE	COMMENTS
High level access	Low	Any high level work to be carried out using powered access platform (cherry picker) or secured Ladder.	No high level works required.  Ladders would only be used in areas with limited access.
Step Ladder work	Medium	Step ladders to be positioned on flat firm ground and to be of sufficient height to avoid over stretching.	Area below step ladders to be kept clear and checked regularly for other personnel.
Hot works	Low	N/A	Customer to be consulted if the use of a soldering iron should be required
Fire	Low	N/A	Position of fire extinguishers would be noted.
Drilling	Low	All drilling of materials would be carried out on level and secure surfaces	Battery powered drills would be used.
Personal safety	Low	All personnel would wear suitable PPE to protect against any task being performed	First aid kit and fire extinguisher carried in vehicle.
Electric shock	Low	Any electrical supply would be isolated before commencement of works.	Only low voltage power to be worked on.
Risk to Client & other personnel	Medium	Work areas to clearly marked and kept clear of any trip hazard	All affected personnel to be kept informed of area work activity and possible risks.



**WWW.INTERCOMSRUS.COM**

(The Works) 22 Swanley Road, Welling, Kent. DA16 1LH  
(Office) 020 8301 1722 or (Mobile) 0780 388 2407

Company Reg No : 3331964 / Vat No : 722 7652 34

## **CIS TAX DEDUCTION SCHEME (Guidance Notes)**

Intercom companies are classified by HM Inspector of Taxes as telephone engineers as a result we do not come within the scope of the Construction Industry Tax Deduction Scheme.

Therefore, no deductions should be made from invoices.

Extract from HM Revenue and Customs publication: Construction Industry Series IR14/15 (CIS), Appendix B

### **OPERATIONS EXCLUDED**

**Installation of fire alarms, security systems including burglar alarms, closed circuit television as part of a security system, and public address systems.**

**Full copy of publication available from your local tax office or follow the link below for a pdf version from the governments web site.**

<http://www.hmrc.gov.uk/pdfs/ir14-15cis.pdf> 



**WWW.INTERCOMSRUS.COM**

**(The Works) 22 Swanley Road, Welling, Kent. DA16 1LH**

**(Office) 020 8301 1722 or (Mobile) 0780 388 2407**

Company Reg No : 3331964 / Vat No : 722 7652 34

## **GDPR (US & YOU and what it all means)**

GDPR applies to the use of our companies websites / on-line shops and any communication with us.

The data protection laws in the UK are changing, to give more control over your personal information. It also means businesses must be clearer on how they collect and use your information.

So here's a guide on The General Data Protection Regulation , or GDPR for short.

As a customer of ours, we hold some of your contact details. To find out more about GDPR and how we collect and use your information, please read on.

### **What is GDPR?**

GDPR is a new law on privacy & data protection that gives you greater control over your personal information and how it is used. And although it's a European law, it'll still apply after BREXIT (If it ever happens).

If you want to find out more about the detail of GDPR the Information Commissioner's Office (ICO) website is a good source, you can find that here:

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/>

**This information is in addition to our existing PRIVACY POLICY.**

### **How and when do we collect your information?**

We collect your details in the following ways:

- When you applied for or bought something from us.
- When you talked to us on the phone, by email, or via electronic messaging (such as SMS), or when you wrote to us(Snail Mail).
- When you used our products and services.
- When you visited our website.

### **What information do we collect ?**

We only collect the data we need to provide you with a service.

Name, Billing Address, Site Address, Phone Number (Mobile & Home), E-Mail Address IP Address & Shipping Address (If ordering on-line)

Cookies are used by our on-line shop to remember the items purchased, so they can be processed in the cart at the end of the sale. If cookies are disabled in your browser, most on-line shops will not function.

**What about my credit card details ?**

Your Credit Card Payment Details are processed by :  
Nochex Ltd, Customer Services, Cornelius House, Gelderd Close, LS12 6DS  
Tel: 0113 819 7211 Email: sales@nochex.com Nochex Ltd (and its trading name Nochex) is a Registered Electronic Money Issuer with the Financial Conduct Authority (Number 900045). Nochex Ltd is a registered company in England and Wales (Company Number 3940921). Registered Office Regent House, Bath Avenue, Wolverhampton, WV1 4EG.

**Your information and how we use it?**

Simple . . . . Your information is required for us to provide you with a service, that being

Buying a product via our online store

2) Carrying out a repair on equipment or arranging a home visit either direct or via an agent or HA.

**Do we share your information ?**

WE DON'T . . . . We never engage in e-mail marketing / Mail shots or sell on or provide your contact details with ANYONE ELSE . . . . Believe it or not, we find that really annoying too, and we are fully aware that just because you bought something once, it is not necessarily going to be a regular thing, but we really hope that you do come back and tell your friends. Remember we are here when you need us.

**How long will we keep your information?**

We only keep your information for as long as necessary (but no longer than we have to, we have storage costs too). Just in case you need to access records or there is a dispute to resolve. Oh and for the tax man who requires us to keep this stuff for many unnecessary years.

**Your data rights**

We value your privacy and want to be clear about the data we collect, how we use it and your rights to control that information. If any details are inaccurate you've got the right to have them corrected. You also have new rights, like the right to erasure and the right to restrict processing, which gives you more control over your data.

We take the safeguarding of your information very seriously. One of the ways we do this is by adhering to the requirements of UK data protection legislation, and this has changed as part of the General Data Protection Regulation (GDPR for short) in force from 2018.

Intercoms R Us Ltd will be the Controller of the information that you provide to us, and that we collect about you when you use our online services website and on-line shops. Thank you for taking the time to read this and we hope it gives you a clear picture of the way we operate. If you have got this far . . congratulations, you need to get out more.





**WWW.INTERCOMSRUS.COM**

**(The Works) 22 Swanley Road, Welling, Kent. DA16 1LH**

**(Office) 020 8301 1722 or (Mobile) 0780 388 2407**

Company Reg No : 3331964 / Vat No : 722 7652 34

## **ENVIRONMENTAL STATEMENT**

As a company we are committed to minimizing the impact of our commercial activities on the environment

Environmental factors will be taken into consideration in our day to day running. We will encourage our suppliers and contractors to operate a low impact methodology.

All employees have a responsibility to minimize waste, recycle and conserve energy.

### **Our Company and Staff Members Will :**

- 1) Minimise the use of paper in the office and only print necessary hard copies
- 2) Choose recycled and recyclable products in our production and distribution centres.
- 3) Reuse and recycle everything we are able to do where possible.
- 4) Reduce the amount of energy used as much as possible (Building Insulation) & investigate renewable energy sources for our offices (solar / wind power)
- 5) Seek power supply from an eco energy providers.
- 6) Switch off lights and electrical equipment when not in use.
- 7) Adjust heating or air conditioning to a comfortable but not excessive level.
- 8) Consider the energy consumption, efficiency and environmental impact of new products and purchase only environmentally friendly and efficient ones.
- 9) Reduce the need to travel (working from home, video conferencing, e-mails and text communications)
- 10) Look to renewing our vehicle fleet to more efficient methods of transport (EV, Hydrogen or Hybrid technologies)
- 11) Use environmentally friendly low carbon / low impact materials in our office and external operations
- 12) Keep noise pollution to a minimum
- 13) Use suppliers who have an environmental policy in place.



**WWW.INTERCOMSRUS.COM**

**(The Works) 22 Swanley Road, Welling, Kent. DA16 1LH**

**(Office) 020 8301 1722 or (Mobile) 0780 388 2407**

Company Reg No : 3331964 / Vat No : 722 7652 34

## **WE ARE AN EQUAL OPPORTUNITY EMPLOYER**

We are an equal opportunities employer and have a responsibility to promote equality of opportunity of all employees in all our companies activities. We value people from all communities and backgrounds and fully appreciate the contribution each individual can make in achieving our objective to operate a world class organisation.

Diversity and equality is about more than just meeting legal obligations, We know that every individual has the right to reach their full potential, be the very best they can be and be encouraged to reach the top of their game, which will in turn improve our business and output.

We never want our customers or our employees to be in a position where they experience racism, discrimination or feel disadvantaged in any way.

**We as a business are committed to :**

- 1) Ensure equal opportunity and treatment for all irrespective of their background, disability, ethnicity, race, religion, age, size, accent, colour, sex, sexual orientation, culture or any other individual characteristic.**
- 2) We do not intentionally or unintentionally unfairly treat or discriminate against employees or customers and treat everyone as an equal.**
- 3) In valuing diversity we can improve our services, research and develop better working practices that will better meet the needs of our customers and clients**



**WWW.INTERCOMSRUS.COM**

**(The Works) 22 Swanley Road, Welling, Kent. DA16 1LH  
(Office) 020 8301 1722 or (Mobile) 0780 388 2407**

Company Reg No : 3331964 / Vat No : 722 7652 34

## **PRIVACY POLICY**

Intercoms R Us Ltd and its associated companies are committed to preserving the privacy of all customers, suppliers and users of its web sites and services

Intercoms R Us Ltd does not distribute, sell or rent your name or personal details ie(credit or debit card numbers) of your transactions. NOCHEX is solely responsible for the security of your information through their credit card clearing system. Please contact them directly through their web site [www.nochex.com](http://www.nochex.com) about their services, security, privacy and other policies.

By registering via our log in process, ordering products from the on-line shop or arranging any other services provided by the company, you consent to the collection, use and transfer of your information.

When you register for an account you will be asked for information about yourself including your name, address and password.

All credit card clearing is provided by NOCHEX over their secure servers and is fully encrypted to prevent fraud.

Any personal account/log in information retained will be stored on our secure server. Any paper copies of contact information will be stored securely until it is no longer required for tax purposes. It will then be destroyed by fire or industrial shredding.

Intercoms R Us Ltd or associated companies will not be liable for any loss or damage, however caused to computer systems or otherwise when engaging with our services.

Intercoms R Us Ltd, will own the rights to, and reserves the right to use, all suggestions, ideas, reviews, ratings and other content submitted to our site, through e-mail, post or any other method.



**WWW.INTERCOMSRUS.COM**

**(The Works) 22 Swanley Road, Welling, Kent. DA16 1LH**

**(Office) 020 8301 1722 or (Mobile) 0780 388 2407**

Company Reg No : 3331964 / Vat No : 722 7652 34

## **TERMS AND CONDITIONS**

These terms and conditions apply to the use of the websites at [www.intercomsrus.com](http://www.intercomsrus.com) / [www.intercomsrus.co.uk](http://www.intercomsrus.co.uk).

### **1.INTRODUCTION**

By accessing and using the sites [www.intercomsrus.com](http://www.intercomsrus.com), [www.intercomsrus.co.uk](http://www.intercomsrus.co.uk) you agree to be legally bound by the terms and conditions laid out herein. If you do not agree with these terms and conditions you should not access or use the site.

If you are under the age of 16, please get permission from a parent or guardian, before accessing and downloading any media from the site.

Any downloads from this site are subject to a 'LIMITED USER LICENCE' see below for details.

The 'site' means the web site known as [www.intercomsrus.com](http://www.intercomsrus.com), [www.intercomsrus.co.uk](http://www.intercomsrus.co.uk)

The 'owner' & 'author' means © Wiltshire Originals. All rights reserved.

The sites [www.intercomsrus.com](http://www.intercomsrus.com), [www.intercomsrus.co.uk](http://www.intercomsrus.co.uk) are owned by Intercoms R us Ltd. Company Number 3331964 registered in England. Offices : (The Works) Swanley Road, Welling, Kent DA161LH

© 2008 Wiltshire Originals has asserted his right to be identified as the author and illustrator of this work in accordance with the Copyright, Designs and Patents Act 1988. All rights reserved.

All content on this site is protected by international copyright law.

This site and all of its contents are the copyright of Intercoms R Us Ltd, all rights are reserved. Intercoms R us Ltd also owns a copyright in the site as a collective work and/or future compilation or arrangement of its contents

No part of these publications may be reproduced, stored in a retrieval system or transmitted, in any form or by any means electronic, mechanical, photocopying or otherwise without prior permission of the copyright owner.

The Intercoms R Us Ltd 'shop', 'website' and all other names, logo's, icon's and trademarks associated with and identifying the products and services of the site are the property of Intercoms R Us Ltd. Other product, company names, logo's or trademarks mentioned in the site maybe marks of third-party owners or supplies for product identification purposes.

Intercoms R Us Ltd is not endorsed by, sponsored by, affiliated with or otherwise authorised by any of the product supply companies.

The owner reserves the right to alter or amend these terms and conditions at any time without prior notice. Any changes are effective immediately following publication on the site, you are advised to check and review the terms and conditions to ensure you are aware of any changes made.

This site is provided for information, education and entertainment purposes only. It cannot be reproduced, transmitted, distributed or used in advertising, public performance or display or any other uses not outlined here without written consent from the owner & author.

The site owner uses reasonable efforts to include accurate and up to date information on this site, it makes no warranties or representations as to the accuracy or reliability of such information or material linked to or from this site. The company cannot monitor the content not produced by the company and any views expressed by third parties on these pages are not representative of the views of the company. The information on this web site is designed for

informative purposes only. The company have no liability whatsoever in respect of any use which you make of such information.

### **LIMITED USER LICENCE**

Any downloads from this site are subject to the limited user licence

The content on this site is the property and copyright of Clive Wiltshire (Wiltshire Originals) and is intended for personal use only, by downloading any media, logo's or files from the site you agree that you will only use them for personal, non-commercial home use and will not copy, reproduce, upload, republish, alter, modify, adapt, sell, transmit, broadcast, replicate, distribute or use in public display or performance without seeking prior written consent from the author. Modification of the materials or use for any other purpose is a violation of copyright and other proprietary rights.

This limited user licence is granted providing you agree to all the terms and conditions shown, the licence may be revoked at any time

### **GENERAL USE OF THE INTERNET**

We would advise any parent or guardian to closely monitor use of the internet by minors.

By accessing our web pages, you assume all risks associated with the use of this site and the internet, including any risk to your computer, software or data being damaged by any virus, software, or any other file that might be transmitted or activated via one of our web pages or your access to it. We shall not in any event be liable for any direct, indirect, punitive, special, incidental, or consequential damages, including, without limitation, lost revenues, or lost profits, arising out of or in any way connected with the use or misuse of the information or lack of information on the web site or any links provided.

#### **Contacting Intercoms R Us Ltd by E-MAIL**

Contact us by e-mail at [info@intercomsrus.com](mailto:info@intercomsrus.com)

#### **Contacting Intercoms R Us Ltd by POST**

To contact us by post, please send an e-mail to [info@intercomsrus.com](mailto:info@intercomsrus.com) for our trading address (This is to stop junk mail)

### **2.SHOPPING WITH INTERCOMS R US LTD**

2.1 Products can be purchased from our web site by using the shopping cart, completing the on-line order form and submitting your card details via the NOCHEX secure server

2.2 You are deemed to have placed an order with us once you have accessed our online check out. As part of the ordering process you can review your order and correct any errors or omissions, on confirmation payment will be taken from your card. We will then send you an e-mail confirming your order, listing the items purchased

2.3 Our acceptance of and order takes place when the goods are despatched from our depot. We will send you a despatch confirmation via e-mail. When the goods are despatched the purchase contract will have been fulfilled, unless we have notified you that we do not accept your order, or you have cancelled your order prior to despatch.

We may refuse to accept an order if:

- A) Goods are not available or out of stock
- B) We are unable to gain authorisation for your payment
- C) There is a pricing or product description error
- D) You do not meet any eligibility criteria set out in these terms and conditions

2.4 By purchasing products from this site, you certify and agree that you are authorized to do so, that you are the legal age to purchase the items and that you are authorized to use whatever payment medium (ie credit card, debit card, cheque etc)that is being used for purchases and payment. Intercoms R Us Ltd accepts no liability whatsoever for any purchases made contrary to this agreement.

### **3.METHODS OF PAYMENT**

3.1 You can pay with the following cards, via our NOCHEX credit clearing provider

Visa

Visa/Delta

Mastercard

Switch/Maestro

Solo

3.2 All debit and credit card transactions are carried out by our card clearing service NOCHEX, once transferred to their server all transaction details are fully encrypted for your security. We do not store or retain any of your financial details ie(credit / debit card numbers)from your transaction. NOCHEX is solely responsible for the security of your

information through their credit card clearing system. Please contact them directly through their web site [www.nochex.com](http://www.nochex.com) about their services, security, privacy and other policies.

3.3 Any fraudulent use of credit and debit cards will be reported to the card issuing company for investigation

3.4 For unregistered users to NOCHEX the limit is £100 per transaction

3.5 All orders are subject to stock availability. If we do not supply goods to you for any reason, we will inform you of the situation and will not charge you for those goods, and will refund any money already paid by you for the goods. We are not liable for any financial loss incurred by you relating to interest payments, loss of earnings or similar gains you would have received on monies paid to us in lieu of any un-fulfilled order.

#### **4.DELIVERY OF GOODS**

4.1 Delivery area is currently the **UK MAINLAND** but may be extended to the rest of Europe in the future, watch this space

4.2 Our mission is to dispatch all orders within 1-3 days of receipt, subject to stock availability this means that you should receive your order within 1 week (UK Mainland)

4.3 This company will not be liable for any loss to you, as a consequence of late delivery of goods

4.4 All orders will be sent by recorded delivery to the card holders address and will have to be signed for on delivery

4.5 All goods are supplied with a manufacturers 12 month warranty. This warranty does not cover goods that are misused or forcibly damaged

#### **5.PRICING POLICY**

5.1 All prices shown on this site are without VAT at the current rates. Postage and packing costs are extra

5.2 Where there is a separate charge for packing, carriage and insurance these prices will be displayed elsewhere on the web site and are subject to change from the postal provider / Delivery service.

5.3 Our prices are reviewed periodically.

5.4 Any delivery charges are displayed in the check out window, prior to completion of order.

5.5 All prices shown are in £ BRITISH POUNDS

#### **6.REPLACEMENTS and FAULTY ITEMS**

6.1 Before returning anything you feel is faulty, contact us on 0780 388 2407 or send an e-mail to [info@intercomsrus.com](mailto:info@intercomsrus.com) explaining A)The make and model B)the exact nature of the fault. Whilst faults can occur, it is usually down to incorrect wiring, poor termination etc.

6.2 We reserve the right to test all returned items before a refund or exchange is issued

6.3 We do not send out advanced replacements, if you require a replacement item you can either

A) Order a new part from the web shop and return the faulty item for inspection and refund

B) Send item back and wait for the test and (replacement,if the item is found to be faulty), if item is found to be operational when tested, we will contact you with our findings and the goods will be returned to you after payment of a test and delivery charge

6.4 Intercoms R Us Ltd will not be liable in any way for loss of earnings, production of labour time or any other associated costs resulting from the installation of our products

#### **7.CANCELLATION AND RETURN OF GOODS**

7.1 If you wish to cancel your order you can:

A) Send an e-mail to [info@intercomsrus.com](mailto:info@intercomsrus.com) before we have dispatched the order.

B) Return goods you have ordered from us for any reason within 7 days of receipt, for a full refund or exchange. The cost of returning the goods shall be paid by you.

7.2 Upon receipt of the goods in its original condition (ie any seals and shrink-wrap intact) we will give you a full refund of the amount paid for the product(s)less the delivery charge

7.3 Credit / Refund will not be made under any circumstances for items older than 90 days

7.4 The right to return the goods as set out in 7.1 A & B shall not apply in the following circumstances:

A) If the product has been used.

B) If the products the packaging has been unsealed or is not returned in a saleable condition (ie parts missing, scratched or scuffed items etc)

C) Special order or customised items

D) If you ordered incorrectly or no longer require the items (20% Handling Charge will apply) Items returned using standard Royal Mail or any other provider is at your own risk, Intercoms R Us Ltd hold no responsibility of liability for loss or damage to returned items in transit

Clause 7.4 does not affect your statutory rights

## **8.AVAILABILITY OF SITE**

8.1 We aim to have this web site available 24 hours a day, however during maintenance and updating periods or for reasons beyond our control use of the site will be suspended without prior notice

8.2 We will not be liable for any reason if this web site is unavailable at any time or period

## **9.LINKS TO AND FROM THIS SITE**

9.1 We do not provide any links from this web site for safety reasons, as we cannot control material posted on third party sites.

9.2 If you would like to link to this web site, you may do so only with a text link (ie <http://www.intercomsrus.com>)

9.3 You may not copy the index / homepage of this site.

9.4 You may not copy, alter or reproduce any TRADEMARKS or LOGO'S used on our site

9.5 You may not use our name to promote or imply endorsement of your products or services

9.6 You shall fully compensate our company for any loss or damage due to misuse of our company trademarks, logo's and intellectual property.

## **10.PRIVACY POLICY**

10.1 Intercoms R Us Ltd is committed to preserving the privacy of all visitors or users of its web site :[www.intercomsrus.com.com](http://www.intercomsrus.com.com), [www.intercomsrus.co.uk](http://www.intercomsrus.co.uk).

10.2 Intercoms R Us Ltd does not distribute, sell or rent your name or personal details ie(credit or debit card numbers) of your transactions. NOCHEX is solely responsible for the security of your information through their credit card clearing system. Please contact them directly through their web site [www.nochex.com](http://www.nochex.com) about their services, security, privacy and other policies.

10.3 By registering via our log in process or ordering products from the on-line shop, you consent to the collection, use and transfer of your information.

10.4 When you register for an account you will be asked for information about yourself including your name, address and password.

10.5 All credit card clearing is provided by NOCHEX over their secure servers and is fully encrypted to prevent fraud.

10.6 Any personal account/log in information retained will be stored on our secure server

10.7 Intercoms R Us Ltd, will own the rights to, and reserves the right to use, all suggestions, ideas, reviews, ratings and other content submitted to our site, through e-mail, post or any other method.

## **11.COOKIES**

11.1 We may use "cookies" to make the ordering process more user intuitive. Cookies are small amounts of data that are stored on the hard drive of your computer

11.2 "Cookies" make it faster and easier for you to log into our site, if you choose via the settings on your computer not to receive cookies, certain aspects of the site may not function, including the shopping cart.

## **12.LEGAL STUFF**

12.1 These TERMS AND CONDITIONS are written in accordance with English law, any disputes arising in connection with these terms and conditions shall be subject to the exclusive jurisdiction of the English courts.

12.2 Any clause in these TERMS AND CONDITIONS found to be invalid by a British court of law, will not affect the validity of any remaining clauses, which shall continue to have full force and effect.

12.3 Intercoms R Us Ltd enforces its intellectual-property rights to the fullest extent of the law

## **13.DISTANCE SELLING REGULATIONS**

13.1 The Distance Selling Regulations 2000 are designed to protect customers who are not physically present with the seller at the time of purchase. They cover purchases made via email and the internet, together with telephone and mail order.

They only apply to transactions between businesses and consumers(individuals acting outside the course of their business) and do not include business-to-business contracts and auctions.

Under the regulations, consumers have the right to:

details in writing about the supplier and the terms of the transaction  
written confirmation of their orders

further information, including a notice of cancellation rights, the complaints procedure, after-sales services and guarantees

delivery within 30 days unless otherwise agreed

Consumers have a cooling-off period of seven working days in which to cancel the contract, starting from when the goods are received, without having to give a reason. If no details of the cooling-off period have been given by the supplier to the consumer, it is extended to three months.

The right to withdraw can be exercised by the consumer even after the goods have been delivered, or the services have been provided. The consumer is entitled to receive a full refund for a cancelled contract within 30 days.

There are some exceptions to these rights of cancellation, including:

contracts for the provision of accommodation, transport, catering or leisure services, where these services are supplied on a specific date or for a specific period

the sale of customised / special order or perishable goods

sealed audio or video recordings, or software, which have been opened

sales by auction

**AND FINALLY !**

**Intercoms R Us Ltd currently only source goods for sale in its stores from UK based suppliers, PLEASE DO NOT contact us with supply options / offers or any other marketing promotions from outside the UK. If we want to stock your products, we will find you.**

Please enjoy the site and store ! any QUESTIONS, COMMENTS OR SUGGESTIONS about our policies, terms, products and services please contact us.